

**CLASS TITLE:**

**Pay Grade: 10A**

EO: F

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To operate a central telephone control console or a private branch exchange switchboard; to perform routine clerical and related tasks connected therewith; and to do related work as required.

**SUPERVISION RECEIVED:** Instructions are received in detail at the beginning of the work; work is reviewed for prompt, cheerful, accurate performance.

**SUPERVISION EXERCISED:** May instruct temporary relief operators in the operation of the equipment.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To operate a central telephone control console or a private branch exchange switchboard.

To answer telephone inquiries.

To make local connections and as required, to transfer calls from one line to another.

To place and complete long distance calls.

To follow up calls, and trace persons desired, upon request.

To keep records of incoming and outgoing telephone calls; to interpret calls to numbers which have been changed and to direct the caller to the proper number.

To receive callers and announce them by telephone.

To give out authorized information regarding the activities of the agency.

In some cases, to perform simple clerical tasks when not occupied at the switchboard; to check and reconcile telephone bills.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A working knowledge of telephone switchboard or control console operation; the ability to keep records of toll calls and telegrams and to reconcile telephone bills; the ability to follow written or oral directions; and related capacities and abilities.

### **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment as an operator of a private branch exchange switchboard, console or call director.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: June 9, 1974

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